

# MassHealth Card



## About The Card

EDS, the vendor supporting the *MassHealth* program, produces and issues plastic cards to almost all members who receive health care benefits administered by the Division of Medical Assistance. Eligibility dates are **NOT** printed on a member's card; therefore, eligibility must be verified through the Recipient Eligibility Verification System (REVS). If eligibility is not verified for each member before services are rendered, you will risk non-payment for those services if the member is ineligible, or if you do not obtain the necessary authorization for providing those services. Requesting and verifying member information will minimize billing errors and streamline your access to REVS information. It is important to note that a *MassHealth* card does not guarantee eligibility.

The *MassHealth* Card shows the card number, names, and member identification numbers of the cardholder and the other members listed on the card.

## Tips on how to use the card

Please note when verifying a member's eligibility: Some of the *MassHealth* cards you are receiving for verifying eligibility will have the *MassHealth* member listed twice on the card. The first position (or sequence 1) on the card is an internal, system generated number that ends with a letter. You will NOT be able to receive eligibility information using this number. In these circumstances, the same member will be listed elsewhere on the card with a

different member identification number (RID). Use that member identification number (or the sequence number associated with it) to verify eligibility.

## What causes a member to get a new card?

Occasionally, a member may present you with multiple *MassHealth* cards, causing confusion as to which card is more current. If an old card is presented, the system may respond with an invalid card message. This does not necessarily mean the member is ineligible for services, rather they may have recently received a new card(s) in the mail. A member will receive a new card(s) when:

- There is a change in the first or last names of any member listed on the card
- There is a change in the identification number of any member listed on the card
- A member has been added or removed from a card
- The member has reported the card lost or stolen
- The member has indicated that the card is defective, and Local Office/MEC personnel have verified this

### NOTE

**A maximum of four members can be listed on a *MassHealth* card - the cardholder or case ID and three others. All other members associated with the cardholder will be listed on another card issued to the same cardholder. The additional card will have a different card number and will list the maximum of four members, including the cardholder. From the cardholder perspective, both cards will allow access to eligibility information.**

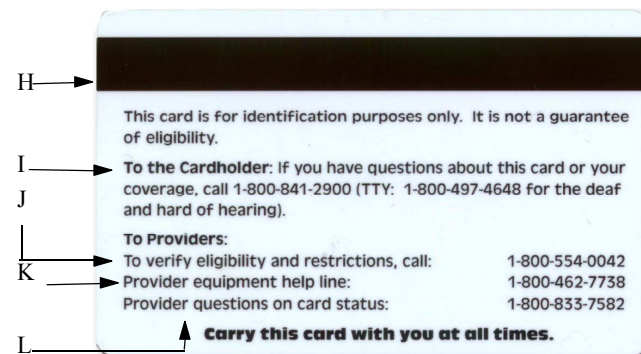
## MassHealth Card (Front)



- A Card Number
- B Member's Sequence Number
- C Member's Name
- D Member's Identification Number

The card number (A) and the sequence number (B) are used for eligibility verification purposes only and not for billing purposes.

## MassHealth Card (Back)



- H Magnetic Stripe
- I Customer Service Number For Cardholders
- J Automated Voice Response Line & Eligibility Operator Line
- K REVS HelpDesk Line
- L Eligibility Operator Line

## ***What is the Recipient Eligibility Verification System (REVS)?***

- REVS is an on-line *MassHealth* member eligibility verification system for providers participating in the *MassHealth* program.
- REVS is available 24 hours a day, seven days a week. REVS verifies eligibility information for the current date, and up to six months in the past.
- REVS minimizes the risk of non-payment for services provided to ineligible members, thereby decreasing the number of claim denials.
- Electronic Data Systems (EDS) Corporation is the vendor that supports REVS for the Division of Medical Assistance.

## ***What information does REVS provide?***

- The *MassHealth* member's identification number and date of birth
- Long Term Care (LTC) provider number, if applicable
- Restrictive Messages, if applicable
- Primary Care Clinician (PCC) and phone number, if applicable
- Applicable health program benefits
- Behavioral health benefits
- Third Party Liability (TPL) information, if applicable
- Coverage Type and member's Local Office/*MassHealth* Enrollment Center (MEC)
- Eligibility Status

# **Massachusetts Division of Medical Assistance**



## **REVS Recipient Eligibility Verification System**

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## **MassHealth Card**

**Call our toll-free HelpDesk number  
for more information today.**

**1-800-462-7738**

